



Your business invoice explained

This guide explains the information displayed on your invoice and answers some common questions you might have. Please bear in mind that not all of the sections shown below will appear on every invoice – it will depend on your account in that particular month.

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Mr John Smith,
2 Calder Vale Rd
Wakefield
United Kingdom
WF1 5PE

Example invoice

Your dates

Invoice date: 1st February 2024
Payment date: 15th February 2024

Your account details

Account number: 123456
Invoice number: 14285551
Registration number: 01234389

Your business invoice

Hello

Here is your latest business invoice from Hyperoptic.
If you have any questions on your invoice, please visit our [hyperoptic.com/help/billing-and-invoicing](#) where you can easily find answers to many common questions. Or contact Business Support on 0333 332 11 23.

Did you know?

We have a [Help](#) section on our website with loads of useful info on our router, invoicing, technical support – and lots more.

Not looking right?

If this bill looks a bit different, it may be because you've recently changed your package/payment date, had a bill credit/charge applied or are at the end of a promotional period. Alternatively, if you've asked to cancel your service, you may see termination-related charges. If you're concerned, please get in touch.

Your package: 30Mb Fibre Connection - Broadband & Phone
Your phone number: +442012345678

Broadband charges

Adjustments

Call charges

Total new charges (excl. VAT)

VAT (at 20%)

Total new charges (incl. VAT)

Account summary

Balance from your previous invoice

Payment received - Thank you

Account balance brought forward

Total amount due

Thank you for paying by Direct Debit. The total amount due will be collected on or after 29th February 2024.

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Example invoice

Your account details

Account number: 123456
Invoice number: 14285551

Broadband charges: 1st February 2024 - 29th February 2024

Monthly service charge

UK Anytime bundle

Your promo discount until 12 May 2024

Total

Adjustments

Reconnection fee

Service Charge Credit

Total

Call charges for +442012345678: 1st January 2024 - 31st January 2024

National calls

Mobile calls

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Example invoice

Your account details

Account number: 123456
Invoice number: 14285551

Mobile calls (cont'd)

International calls

Non-Geographical calls

How do I get in touch?

business.support@hyperoptic.com

0333 332 11 23

At the top of your invoice, you'll find your account details. If any of the information is incorrect, please let us know. You'll need your Account number to hand (found under section "Your account details").

This section will give an overview of your charges.

This section shows account activity related to your last invoice.

This section displays the total amount to be taken, and the payment date. Payment is always taken by direct debit 14 calendar days after your invoice is sent.

This section will give a detailed breakdown of your charges. This includes your regular monthly pricing and recurring packages. As a reminder, we charge for monthly broadband and line rental in advance.

This section will highlight any adjustments to your charges, including package changes since your last invoice and other one-off items.

Any phone call charges, if you have our phone service, will be shown here.

When will I get my bills?

If this is your first bill, you'll receive it the day after your service is activated. You'll get your second bill in the same month and all subsequent bills will be sent once a month. Payment for every bill is due by direct debit 14 calendar days after it's been sent.

How can I change which email address receives the bills?

You can manage your details by logging into **My Account** at hyperoptic.com

I'd like to discuss my bill with you, how do I contact you?

If you'd like to discuss your bill, please email us at **business.support@hyperoptic.com** or give us a call on **0333 332 11 23**. We're available 24/7.

business.support@hyperoptic.com
Email our support team

0333 332 11 23
Call our support team

Please note that we're available 24 hours a day, 7 days a week, unless stated otherwise